

PCIP Third Party Administrator – Performance Report May 2014

Medical and Pharmacy Claims Processing	Contract Requirement	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	98.8%	953 of 965 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	965 of 965 total claims
Financial accuracy of claims paid.	99%	100%	\$287,688.79 of \$287,688.79 audited
Claims processed (paid and unpaid) without a payment error.	98%	100%	16 of 16 claims audited
Procedural accuracy rate for processing of claims.	97%	100%	16 of 16 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	18 disputed claims

Customer Service - Subscribers	Contract Requirement	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	90.5%	197 of 218 calls answered in 30 seconds; average of 18 seconds
Subscriber issues resolved within the same business day.	90%	92.8%	90 of 97 issue calls
Maximum call abandonment rate.	5%	3.0%	7 of 218 calls
Maximum line busy rate.	3%	0%	0 busy out of 231 calls

Provider Technical Support	Contract Requirement	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	87.0%	450 of 517 calls answered in 30 seconds; average of 21 seconds
Provider issues resolved within the same business day.	90%	88.8%	397 of 447 issue calls
Maximum call abandonment rate.	5%	1.0%	5 of 517 calls
Maximum line busy rate.	3%	0%	0 of 523 calls

Highlighted cells reflect data that failed to meet performance standards